

Autism Spectrum Connections Cymru

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Autism Spectrum Connections Cymru

Provider summary

The provider was registered on:	23/04/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Mandatory training and vocational qualifications (including the All Wales Induction Framework) are identified within the Workforce Development Plan. This is updated annually with any additional identified training needs, this year included Wales safeguarding procedure and More Than Just Words Strategic Framework. Training needs are identified during meetings with our clinicians and Health and Safety Department and with reference to regulation and legislation.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	As part of staff consultation HR meet with employees who are leaving to gather feedback about their career with the charity, we feel this information is important for us in relation to continuous improvement, including: • how absence impacts on retention • developing flexible roles to support work life balance • refined support to employees following incidents and accidents that may impact on retention • introduced wage stream a financial well being programme and an employee assistance programme

Regulated services delivered by this provider

Service name	Service type	Type of care
Autism Spectrum Connections Cymru- Community Support Services	Domiciliary Support Service	None

Service: Autism Spectrum Connections Cymru- Community Support Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/04/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- The responsible individual for this service is Joanne Marie Kirby - Autism Spectrum Connections Cymru is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Joanne Kirby
Manager(s)	Anna-Louise Arianwen Hone

Service contact details

Service Telephone Number	02920228794
Service Contact Email Address	Arianwen.Hone@asc-cymru.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	- Welsh - Bulgarian
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

Regulation 73 and 80 visits have taken place throughout the year, and consultation has taken place as a result of this, and been verified by CIMV. Consultation also takes place and is recorded monthly between the people supported and the service manager. 1-1 taken place between manager and staff on a regular basis.
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Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.71
The maximum hourly rate payable during the last financial year?	£25.71

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	2
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	0	1
Care Worker	1	1
Other Staff	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	0	0	0
Care Worker	1	0	0
Other Staff	0	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	2	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	0	0
Care Worker	1	0
Other Staff	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	1	1
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am- 10am or 8am- 2pm 2pm- 10pm sleep In
Care Worker	8am- 10am or 8am- 2pm 2pm- 10pm sleep In